



CITY OF HOUSTON
HCD Purchasing Unit 3200

PO NUMBER MUST APPEAR ON ALL PAYMENT AND
DELIVERY CORRESPONDENCE

**POSSIBLE DUPLICATE COPY DO NOT DUPLICATE SHIPMENT
OR SERVICE**

PURCHASE ORDER

Vendor Address
Vendor Address Number 107110
MASTERWORD SERVICES INC
303 STAFFORD
HOUSTON TX 77079
USA

Mail Invoice to
COH HOUSING & COMMUNITY DEV
FINANCIAL SERVICES SEC, ACCT PAY
P.O. Box 1562
HOUSTON TX 77251-1562

Information
Purchase Order Number/Date 4500306170-0 / 07/22/2019
CoH Vendor Number 107110
Page 1 of 2
Buyer's Name Clarence Moton 454
Buyer's Telephone Number 832-394-6212
Buyer's Fax Number
Buyer's E-mail Address clarence.moton@houstontx.gov

CONFIRM RECEIPT AND ACCEPTANCE OF PURCHASE ORDER
TO BUYER'S E-MAIL ADDRESS

Shipping Address HOUSING & COMMUNITY DEVELOPMENT
PROCUREMENT SERVICES
2100 TRAVIS, 9TH FLOOR
HOUSTON TX 77002
USA

Terms of payment : Pay net 30 w/o deduction Currency USD

Shipping Terms FOB(Free on board) /DESTINATION

Our reference: 2014-1191

Your person responsible: LUDMILA RUSAKOVA GOLOVINE

Your reference: 2014-1191

Item	Quantity	UM	Material # / Description	Unit Cost	Extended Cost
10	1.00	AU	91580 TYPING/WORD PROCESS Disaster Recovery Document Translation Release Order against contract 4600013020 Item 00020 Refer to Quote #969717 Date 07/19/2019 Document Translation of five Letters: 1. Priority 1-4 2. Priority 5-6 3. Floodway Buyout Area 4. Floodway No Buyout 5. Landlords	2,575.00 / AU	2,575.00
	Gross Price		2,575.00 USD	1 AU	2,575.00
	The item covers the following services:				
	10 English to Spanish	1.000 AU	360.50	360.50	
	20 English to Arabic	1.000 AU	566.50	566.50	



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PURCHASE ORDER

PO number/date 4500306170 -0 / 07/22/2019 Page 2 of 2

Item	Quantity	UM	Material # / Description	Unit Cost	Extended Cost	
	30	English to Chinese	1.000 AU 566.50	566.50	566.50	
	40	English to Vietnames	1.000 AU 515.00	515.00	515.00	
	50	English to Urdu	1.000 AU 566.50	566.50	566.50	
Delivery Date: 07/26/2019						
Total ****					USD	2,575.00
2014-1191 ORD PASSED 12/17/2014 EXECUTED						
BY MAYOR 1/13/2015 CS 1/20/2015						

The Terms and Conditions specified on <http://purchasing.houstontx.gov> will apply.

I hereby certify a certificate of the necessity of this expenditure is on file in this department.

I hereby certify that the expenditure for the above goods has been duly authorized and appropriated and that sufficient funds are available to liquidate same.

Mayor

Chief Procurement Officer

Controller

Housing and Community Development



PROCUREMENT REQUEST FORM



Note: The Procurement Request form is to solicit quotes through an Informal (Small Purchase) bid process for purchasing transactions \$100,000 or less using Federal Funds (2 CFR 200.3 and \$3,000 to 49,000 using non-Federal funds (COH AP 5-8, Executive Order 1.14).
Signature of this document is still required.
* Required Fields [must be completed]

Description of Purchase *	Translation Services from MasterWord	HCDD Division: *	Director's Office
Deadline Date of Request: *	7/15/2019	Purchase Type: *	Service Under <50K
Requester Name: *	Garcia, Rebecca - HCD	Created:	7/15/2019
Requester Phone Number: *	832-394-0111		

Brief Description of Scope of Work for Goods/Services:
Translate 6 documents to 5 languages (Spanish, Vietnamese, Chinese, Arabic, Urdu); use MasterWord as we have previously used for same services.

Note: Please allow a minimum of three (3) days for bid responses.

FINANCE USE ONLY	PROCUREMENT USE ONLY
Fund Number: 5030 Funding Source: DR. HARVEY Cost Center: 32000 30002 G/L Account: 522430 Business Area: 3200 Internal Order: BD 32000 77-19 BFY: FY20 Grant: 32000077-2019 Funds Reservation: Funds Approval Mgr:	Status: Pending Purchase Order No#: Name of Vendor: Date Processed: Date Received: Total Amount: \$2,575 Procurement Staff Priority: Notify Department: Notify Department:

Justification of Need for Goods/Services
Documents require translation to better serve a diverse population we are serving and keep them informed on progress, status, and decisions.

Procurement Notes:
P.O. Contract Release
4500306170

Requestors Signature: <u>Rebecca Garcia</u> Date: _____	Supervising Manager (Purchase under \$5,000) Manager: <u>[Signature]</u> 7/15/19 Date: _____
Buyer's Signature: <u>Clarence Motor</u> Date: 7/19/19	Funds Approval Signature: <u>[Signature]</u> 7/22/19 Date: _____
Procurement DPU Signature: <u>Jywan L. Rhone</u> Date: 7/19/19	(Purchase over \$5,000) CFO Signature _____ Date: _____
(Purchase over \$5,000) Assistant or Deputy Director: <u>Ruth W. Bynam</u> Date: 7/22/19	Director Signature (Only Consultant Services) Director or Designee: _____ Date: _____



Quote # 969717

Quote Date: 07/19/2019
Client Name: Clarence Moton
Company Name: City of Houston - Housing
Service Type: Translation
Project Name: Hurricane Harvey Document Translation

Scope of Work

- **Translation** of the documents provided to us from Source Language into Target Language. Translation will be performed by native speakers, professional translators, with experience in the appropriate subject matter.
- Development of the **Translation Memory** (usually applicable for documents in source/native format) and Terminology (glossary) databases.
- **Project Management** of the entire process.
- **24/7** Project Management assistance and availability.
- **Post-project assistance.** Should you have any questions regarding the translation or need to update the translated copy based on the changes in your original text, MasterWord is ready to provide our expert assistance around the clock (additional fees may apply).

Estimated Cost

Language Pair	Service	Unit	Rate	Quantity	Total
E-English - S-Spanish Latin American	T-Translation	Word(s)	0.14	2575	\$360.50
E-English - S-Spanish Latin American Total:					\$360.50
E-English - Arabic	T-Translation	Word(s)	0.22	2575	\$566.50
E-English - Arabic Total:					\$566.50
E-English - Chinese Traditional	T-Translation	Word(s)	0.22	2575	\$566.50
E-English - Chinese Traditional Total:					\$566.50
E-English - Vietnamese	T-Translation	Word(s)	0.2	2575	\$515.00

Language Pair	Service	Unit	Rate	Quantity	Total
	E-English - Vietnamese Total:				\$515.00
E-English - Urdu	T-Translation	Word(s)	0.22	2575	\$566.50
	E-English - Urdu Total:				\$566.50
	Total:				\$2,575.00

Payment terms:

Unless otherwise indicated in the contract or a prepayment is necessary, payment of final invoice is due within 30 days of receipt. All past due invoices will incur a 1.8% late charge every 30 days until paid in full.



Homeowner Assistance Program (HoAP)

Date: July 15, 2019

Name

Address

Address

Dear Mr./Ms. Last Name:

Thank you for completing the Hurricane Harvey Recovery Survey and for your patience. We recognize that this has been a trying process for homeowners across Houston and appreciate your strength as we build forward from Hurricane Harvey.

This letter provides an update on the Homeowner Assistance Program (HoAP) since its launch in January 2019 and gives more information about what you can expect going forward.

Homeowner Assistance Overview

Houston has been through many storms over the years, but Harvey will be our biggest recovery effort ever. Over the next five years, we anticipate that HoAP will help at least 4,000 households. We recognize that the need in Houston exceeds available resources and continue to fight for more federal dollars to support the ongoing recovery.

Priorities

As you may have heard, the program is organized by priorities so that we assist the greatest number of people and ensure that those in the most vulnerable situations are getting immediate help.

In January, we invited a first phase of survey respondents to submit a HoAP application. The majority of the households in this phase are in priorities 1 – 4: households with members who are elderly or have disabilities, have children living at home, and are low-income. More than 200 applicants in priorities 5 and 6 were also invited to apply for the reimbursement-only program option. We are now moving quickly to process the first phase of applications so that we can continue to open up applications for more households.

According to your survey response, you are in the Priority [1-4] group. There are several program options available for households in priorities 1 – 4, including reimbursement for work in place and City- or homeowner-



Homeowner Assistance Program (HoAP)

managed repair or reconstruction so that you can complete work on your home. The City expects to spend \$243 million for these program options for households under 80% Area Median Income.

Please see the program guidelines at recovery.houstontx.gov/programs for more information and for guidance about how Area Median Income is calculated.

Next Steps

After you submitted the survey, you received an email that allowed you to create an account and log onto the City's recovery portal to review your priority group. If you have not already done so, please create an account so you can monitor your status online. Log into your account at www.recoveryportal.houstontx.gov.

If you need additional help, please call the Harvey Hotline at (832) 393-0550, Monday through Friday 9:00 am - 5:00 pm, to get answers to your questions, check your application status, or if you forgot your password. You can also check your status by visiting one of four Housing Resource Centers located throughout the city.

We are aiming to open an additional phase primarily for priority 1 and 2 applicants in the coming weeks. This phase will also include some applicants who are candidates for the reimbursement-only option in other priority groups. We will continue to keep you updated about the program and the options available to you.

Sincerely,

The City of Houston Homeowner Assistance Program

Information about complaints and appeals can be found at <https://recovery.houstontx.gov/hud-requirements-reports/#complaints> or by contacting HCDDComplaintsAppeals@houstontx.gov.



Homeowner Assistance Program (HoAP)

Date: July 15, 2019

Name

Address

Address

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According to your survey response, you are in the Priority [5-6] group. The primary path for households in priorities 5 and 6 is reimbursement for work in place. There is \$150 million budgeted for this program option.



Homeowner Assistance Program (HoAP)

For households with incomes above 120% of Area Median Income (AMI), up to \$20,000 of assistance is available. For households between 80% and 120% AMI, up to \$40,000 is available. Households below 80% AMI are eligible for up to \$80,000 of assistance. Please see the program guidelines at recovery.houstontx.gov/programs for more information and for guidance about how Area Median Income is calculated.

Next Steps

After you submitted the survey, you received an email that allowed you to create an account and log onto the City's recovery portal to review your priority group. If you have not already done so, please create an account so you can monitor your status online. Log into your account at www.recoveryportal.houstontx.gov.

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We are aiming to open an additional phase primarily for priority 1 and 2 applicants in the coming weeks. This phase will also include some applicants who are candidates for the reimbursement-only option in other priority groups.

We know that the slow pace of communication has been frustrating. We are committed to communicating with you regularly about the program and your status going forward.

Sincerely,

The City of Houston Homeowner Assistance Program

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Date

First Name, Last Name
Mailing Address-Street
City, State, Zip

RE: Harvey Recovery Program Options
Survey ID No: XXX-XXX

Thank you for taking the time to complete the Harvey Recovery Survey and for your patience. We recognize that it has been a long time since Hurricane Harvey and appreciate your strength as we build forward from the storm.

Based on the information you submitted in the survey, your home is located within a floodway. Unfortunately, federal regulations prohibit disaster recovery programs from rebuilding or repairing homes in the floodway.

The Harris County Flood Control District's Home Buyout Program may be an alternative resource for you. This program creates options for homeowners whose homes were built in areas with a high risk of flooding, before the knowledge we have today of the boundaries of our floodplains and before we had City and County regulations on land development. Information about this program can be found at <https://www.hcfc.org/hurricane-harvey/home-buyout-program/> or by calling (713) 684-4020.

You can learn more about the County's buyout program in videos at this link: <https://www.hcfc.org/hurricane-harvey/home-buyout-program/videos-home-buyout-program/>. To volunteer for the program, go to <https://survey123.arcgis.com/share/dced0658099e45c5a2059748577d4beb>

If you have any questions, concerns, or need additional assistance, please call the City of Houston Harvey Hotline (832) 393-0550 to speak with a program representative. If you feel that the program has incorrectly identified you as a household whose storm-damaged property is in a floodway and would like to file an appeal of the determination, please write to us at: City of Houston Housing and Community Development Department / Attn: Complaints & Appeals / 2100 Travis Street, 9th Floor / Houston, Texas 77002, or email HCDDComplaintsAppeal@houstontx.gov. More information is available at <https://recovery.houstontx.gov/hud-requirements-reports/#complaints>.

Sincerely,

The City of Houston Homeowner Assistance Program

Date

First Name, Last Name
Mailing Address-Street
City, State, Zip

RE: Harvey Recovery Program
Survey ID No: XXX-XXX

Thank you for taking the time to complete the Harvey Recovery Survey and for your patience. We recognize that it has been a long time since Hurricane Harvey and appreciate your strength as we build forward from the storm.

Based on the information you submitted in the survey, your home is located within a floodway. Unfortunately, federal regulations prohibit disaster recovery programs from rebuilding or repairing homes in the floodway. While your home is located outside of a designated Harris County Flood Control District buyout area, the City is in the process of developing additional buyout options that may be able to assist you in the future. You can anticipate additional communication as that program is finalized.

Please monitor our website for updated program guidelines posted at recovery.houstontx.gov/programs, or you can call the Harvey hotline at (832) 393-0550 to discuss your needs.

If you have any questions, concerns, or need additional assistance, please call (832) 393-0550 to speak with a program representative. If you feel that the program has incorrectly identified you as a household whose storm-damaged property is in a floodway and would like to file an appeal of the determination, please write to us at: City of Houston Housing and Community Development Department / Attn: Complaints & Appeals / 2100 Travis Street, 9th Floor / Houston, Texas 77002, or email HCDDComplaintsAppeal@houstontx.gov. More information is available at <https://recovery.houstontx.gov/hud-requirements-reports/#complaints>.

Sincerely,

The City of Houston Homeowner Assistance Program

Date

First Name, Last Name
Mailing Address-Street
City, State, Zip

RE: Harvey Recovery Program Options for Landlords
Survey ID No: XXXX

Thank you for taking the time to complete the Harvey Recovery Survey and for your patience. We recognize that it has been a long time since Hurricane Harvey and appreciate your strength as we build forward from the storm.

In the survey, you indicated that you are a landlord of a rental property between 1 and 7 units. This letter provides an update on the small rental disaster recovery program and gives more information about your options going forward.

Harvey Recovery Small Rental Program

This program will help landlords make repairs and improve the quality of rental homes that were damaged during Harvey, for buildings between 1 and 7 units. Rental homes assisted by the program must offer housing to income-eligible renters at affordable rates for a period of time. You can read more about the program in the program guidelines posted at recovery.houstontx.gov/programs, or you can call the Harvey hotline at (832) 393-0550 to discuss your needs.

Over the next five years, we anticipate that the program will assist approximately 650 landlords. We anticipate opening applications to a first phase of landlords this summer. At that time, landlords who are invited to apply will be asked to work with an intake specialist to collect documents and complete the application. You can anticipate additional communications as we open the first phase.

If you have any questions, concerns, or need additional assistance, please call (832) 393-0550 to speak with a program representative. If you feel that the program has incorrectly identified you as a landlord and would like to file an appeal of the determination, please write to us at 2100 Travis Street, 9th Floor, Houston, Texas 77002, or email HCDDComplaintsAppeal@houstontx.gov. More information is available at <https://recovery.houstontx.gov/hud-requirements-reports/#complaints>.

Sincerely,

The City of Houston Homeowner Assistance Program

Date

First Name, Last Name
Mailing Address-Street
City, State, Zip

RE: Harvey Recovery Program Options for Renters
Applicant ID No: HOAPXXX-XXX

Thank you for taking the time to complete the Harvey Recovery Survey and for your patience. We recognize that it has been a long time since Hurricane Harvey and appreciate your strength as we build forward from the storm.

This letter provides an update on disaster recovery programs and gives more information about your options going forward. In the survey, you indicated that you are currently a renter, or are interested in programs to help renters.

Programs to Help Renters: Overview

Harvey recovery programs that will offer help to renters are listed below. You can read more about these programs in program guidelines posted at recovery.houstontx.gov/programs, or you can call the Harvey hotline at (832) 393-0550 to discuss your needs.

If you live in a rental home of 1-7 units that needs repair from Harvey damage, your *landlord* may be able to apply for the Harvey Small Rental Program. Or if you're ready to buy a home, you may want to learn more about the Homebuyer Assistance Program, which provides up to \$30,000 in down payment and closing cost assistance. If you want to move but remain a renter, some of the programs listed below focus on building new rental homes over the next several years, which will be available to renters at affordable rates.

- **Harvey Recovery Small Rental Program:** helps landlords make repairs and improve the quality of rental homes that were damaged during Harvey, and provides funding to build new rental homes, for buildings between 1 and 7 units
- **Harvey Homebuyer Assistance Program:** helps those who don't currently own a home achieve homeownership by providing up to \$30,000 to buy a home
- **Harvey Multifamily Program:** creates high quality rental homes that Houstonians can afford in transit-oriented, resilient developments across the city
- **Harvey Single Family Development Program:** Builds new single-family homes for sale at affordable prices
- **Harvey Public Services Program:** provides services - including housing counseling or legal services - to underserved Houstonians to help them overcome barriers and clear the pathway to homeownership

If you have any questions, concerns, or need additional assistance, please call (832) 393-0550 to speak with a program representative. If you feel that the program has incorrectly identified you as a renter and would like to file an appeal of the determination, please write to us at: 2100 Travis Street, 9th Floor, Houston, Texas 77002, or email HCDDComplaintsAppeal@houstontx.gov. More information is available at <https://recovery.houstontx.gov/hud-requirements-reports/#complaints>.

Sincerely,

The City of Houston Homeowner Assistance Program

Date

First Name, Last Name

Mailing Address-Street

City, State, Zip

RE: Harvey Recovery Program – Outside the Program Area

Survey ID No: XXX-XXX

Thank you for taking the time to complete the Harvey Recovery Survey and for your patience. We recognize that it has been a long time since Hurricane Harvey and appreciate your strength as we build forward from the storm.

Based on the information you submitted in your Harvey Recovery Survey, your home is not located within the limits of the City of Houston and is therefore outside of the program area. Unfortunately, because your home is outside the City of Houston's program area, our disaster recovery programs are not able to serve you.

If you live within the geographic limits of Harris County, please visit www.harrisrecovery.org or contact the Harris County recovery program at (832) 927-4961. If you live outside the City of Houston and Harris County, the Texas General Land Office may be able to assist you at www.recovery.texas.gov or (844) 896-8937.

If you have any questions, concerns, or need additional assistance, please call (832) 393-0550 to speak with a program representative. If you feel that the program has incorrectly identified you as being outside the City of Houston program area and would like to file an appeal of the determination, please write to us at: City of Houston Housing and Community Development Department / Attn: Complaints & Appeals / 2100 Travis Street, 9th Floor / Houston, Texas 77002, or email HCDDComplaintsAppeal@houstontx.gov. More information is available at <https://recovery.houstontx.gov/hud-requirements-reports/#complaints>.

Sincerely,

The City of Houston Homeowner Assistance Program